

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 26 May 2016

Issue 3316

Low fares at peak times ✈️

Jetstar

## Quicker Border Checks Are Coming

The government has announced plans to establish a two-year trial to streamline border processing for low-risk travellers—and the news has been welcomed by TAAZ.

Some \$1.6 million will be spent over two years on a Trusted Traveller programme designed to make it easier for low-risk travellers to travel to and from New Zealand. A further \$1 million will be invested into the establishment of a border research, technology and innovation cell to develop technological solutions to support streamlined border processing.

### ... Tasman Travel

Under the trial selected regular trans-tasman travellers will provide detailed information before they reach the border to enable an advanced risk assess-

ment. This will work to save time but also maintain strict border security standards, says the government.

"The aim is to better identify and fast-track low-risk travellers, and target resources at the highest-risk areas to more effectively protect our borders," says Customs Minister Nicky Wagner. "...If the trial proves successful not only will there be time and cost savings for traders and travellers, it will sharpen the government's focus on managing high-risk activities at the border."

*Travel Today* understands the trial will initially focus on New Zealand trans-tasman frequent business travellers.

### ... Passport-less Tasman

TAAZ has welcomed the arrival of a trusted traveller programme—and is again highlighting the need for easier Tasman travel.

"The announcement, delivered in today's budget signals government has listened to the feedback on risk and cost of managing risk and taken steps to ease the burden of clearing lower risk departing and returning travelling residents," says TAAZ boss Andrew Olsen, who adds the initiatives echo the earlier discussions of a 'passport less' Tasman. "We hope that is still a goal but for now the establishment of this programme has our support and we want to contribute to its implementation as soon as practicable."

## STARWOOD EXPO

AKL: 20 Jun at the Maritime Room

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## Kiwi Contingent In Macau For Travelport Live

Travelport has just staged Travelport Live, the GDS's 2016 supplier-agent conference in Macau. The event was attended by over 300 delegates from more than 20 countries—including New Zealand.

The programme covered topics from the impact the use of mobile devices is having on the travel industry; the massive on-line beast; what's around the corner for airlines, as well as new trends in the payment process. There was also a presentation that showed how VR (virtual reality)



is being overtaken by AR (augmented reality) and showcasing the future of travel for both agents and suppliers. The final session of the conference debated just who owns the customer, suggesting that transactional data is more important than contact data which can now be accessed via the several social media alternatives.

See upcoming issues of *Travel Today* for more. 'Team Kiwi', Gareth Williamson from CHC airport, World Travellers' Lynn Moore and Grant Bevin from Business World Travel, is pictured in Macau.

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## IS THIS NEW ZEALAND'S MOST PERSUASIVE ONLINE BOOKING SYSTEM?

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## Christchurch – Brisbane direct has returned. Permanently.\*

You can now fly Christchurch – Brisbane direct all year round. See [qantas.co.nz/agents](http://qantas.co.nz/agents) for details.

\*Scheduling is subject to change.





### Movies On-the-go

Passengers departing from Heathrow's Terminal 5 this (northern) summer will be able to access recent Hollywood movie releases on their iPhones or iPads to watch during their journey, advises Sita. Two of Heathrow's EntertainMe kiosks will offer a mixture of free and paid content, including magazines and newspapers as well as movies, which, once downloaded, will be available for passengers to use without having to access Wi-Fi or data services, as part of an initial trial. The kiosks will be regularly updated to include new movie releases and other key content as it becomes available.

### Expedia For Hotels

Expedia has launched Expedia PartnerCentral that it claims is an easy-to-use platform allowing conversations between booked guests and hotels via a message centre. The facility aims to let hoteliers create a good impression and set guest expectations, build 'meaningful' relationships, acknowledge/confirm/manage special requests and provide extra info about services. Expedia said that hoteliers have requested the ability to communicate directly with guests.

## New HA US Fare Structure, Easy To Sell

Hawaiian Airlines has released a new long-term mainland US fare structure designed to make it easier for Kiwi agents to sell HA to Honolulu and its 11 US mainland points.

The move means agents will now have 'greatly increased' access to HA inventory from Honolulu and Kahului, Maui (OGG) to its 11 mainland US points.

In addition, all of HA's mainland US cities are now common-rated, with the exception of New York.

The long-term fares start at \$1600 return plus taxes in M class, which is five classes higher than the previous fare structure—which in turn means greater fare availability, adds HA.

### New Slots For ANA

ANA has been awarded three daylight hour slots at Tokyo Haneda Airport and will use two for direct flights from New York (JFK) and Chicago (ORD). The routes are in the winter timetable.

### New Manila Fares

Philippine Airlines has released new inclusive Manila fares from \$959 for sales to 10 Jun and travel 25 May-30 Nov or 16 Jan-31 Mar. See the GDS for details.

### Onboard Meltdown

US police were called to remove a woman from a Frontier flight after she threw herself on the ground, kicked the cockpit door and took off all of her clothes. The meltdown, in which the woman also asked flight attendants if passengers were going to die, and stated, 'we're all losing oxygen', caused the pilot to turn back to the terminal, luckily before the Portland-bound flight had departed, say reports.

### Daily NRT-MEX

ANA will begin direct flights from Tokyo to Mexico City from Feb next year. The B787-8 service will depart daily and is the carrier's 42nd direct international destination.

In addition, short-life tactical fares to the US mainland will also be published in higher booking classes from now onwards, making it easier for agents to sell.

Direct flights from OGG to LAX/SJC/OAK/SFO/SEA are now permitted in one direction for only an extra \$100.

Wholesalers also now have a new set of HA mainland IT fares. Again the levels are in higher booking classes which offer significantly more availability than the previous fare structure, adds HA.

### SQ KrisFlyer Benefits

Singapore Airlines has further enhanced the benefits of its frequent flyer programme KrisFlyer, by enabling KrisFlyer miles to now be used for purchases on its in-flight retail store krissshop.com.

To mark the launch, a range of exclusive offers will be available for KrisFlyer members who redeem their miles on krissshop.com, valid for now through until 15 Jun.

Members can now pay for items with their miles in full or in part alongside cash, subject to a minimum of 3000 miles per transaction, and can also earn further miles when making a purchase, adds SQ.

## NEW CALEDONIA On sale with Aircalin!

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## Norway Expeditions Best For Kiwis



On the back of high demand, G Adventures is introducing three new itineraries in Norway onboard its expedition ship G Expedition, in what it says is 'one of the best and most cost-effective ways to see the country'.

"Norway has long been popular with travellers from New Zealand and Australia because of the stunning natural wonders the country has to offer," says local managing director Adrian Piotto. "Onboard the G Expedition travellers have the benefit of seeing the fjords in comfort, with G Adventures' team of expert expedi-

tion guides there to provide a greater understanding of the nature and wildlife in the area. It is a stunning part of the world, and perfectly fitted for expedition cruising. With these new itineraries travellers have even more ways to explore Norway."

Available from May 2017, the new itineraries include an eight-day trip from Tromsø to Bergen, perfect for those short on time, currently priced from AUD2549; a 14-day trip from Edinburgh to Tromsø, with the chance to view the Standing Stones of Stennes, the Ring or Brodgar, the clash of cultures in the Shetland Islands and more. It is now priced from AUD4419pp; and a 15-day trip from Bergen to Longyearbyen, with the chance to see polar bears, visit UNESCO-protected heritage sites and more, with prices now from AUD5354pp.

The earlybird prices, listed above, are valid for all bookings made before 30 Jun and apply to 2017 itineraries departing between 11 May-11 Aug. See gadventures.com.au

### 25% Off Canal Boating

Clients can save up to 25% off Self Drive Canal boating holidays in Europe, on hires seven nights or more booked by 29 Jun for travel throughout the year. E-mail Eurolynx for details, info@eurolynx.co.nz

8-nights—**Rome to Venice** — 3 July & 2 Aug — from NZ\$1,999\*pp  
8-nights—**Venice to Rome** — 11 Jul & 29 Sep — from NZ\$1,999\*pp  
7-nights—**Rome to Barcelona** — 19 July — from NZ\$1,799\*pp  
6-nights—**Rome to Barcelona** — 14 October — from NZ\$1,599\*pp  
7-nights—**Barcelona to Rome** — 26 July — from NZ\$1,599\*pp  
9-nights—**Venice to Athens** — 26 August — from NZ\$2,199\*pp  
9-nights—**Athens to Venice** — 20 Sept — from NZ\$2,199\*pp  
7-nights—**Athens to Athens** — 4 Sept — from NZ\$1,749\*pp  
7-nights—**Rome to Rome** — 7 October — from NZ\$1,799\*pp

### Partners Half Price

Captain Cook Cruises has released a 'take a friend half price' sale on all three-, four-, seven- and 11-night Fiji island cruises. Prices start from FJD1669.50pp t/s, normally FJD2226pp t/s, for a three-night cruise. The offer is for sales to 30 Jun and travel by 31 Mar 2017. Wholesalers have details.

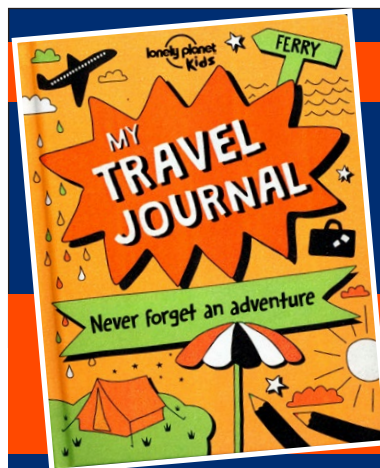


### Ovation Staying Longer

Royal Caribbean has added a further six cruises to Ovation of the Seas' maiden local season, which will see her spend a further five weeks Down Under during the summer of 2017/18, due to 'unprecedented popular demand'. The announcement comes before the megaship has even sailed to New Zealand or Australia, having only recently emerged from the Meyer Werft shipyard. New cruises in 2018 include an eight-night South Pacific sailing, a five-night Tasmanian cruise, two 10-night New Zealand cruises, and a three-night sampler cruise, all departing from Sydney; as well as a 14-night repositioning cruise from Sydney to Singapore.

### Koningsdam A Favourite

Holland America Line's newest ship, ms Koningsdam, has been christened in Rotterdam, the Netherlands; and after attending the ceremony, local rep Francis Travel Marketing's Tony Smith expects the ship will be a firm favourite. "The colours throughout and the different lounges and bars, including areas such as the Grand Dutch Café, will become a favourite for all those who cruise onboard her," he says. During her inaugural season in Europe, Koningsdam will sail the Mediterranean before repositioning from Civitavecchia to Amsterdam, going on to sail roundtrip itineraries to Norway, the Baltic and Iceland. E-mail reservations@ftmcruise.co.nz for further details.



### Kids Travel Journal

# WIN A COPY

Lonely Planet has released new city guides, boredom busters, travel maps and journals in its Lonely Planet Kids range, and Travel Today has a travel journal to give away.

E-mail your details by 1700 on Fri 27 May, to [giveaways@traveltoday.co.nz](mailto:giveaways@traveltoday.co.nz) with 'Lonely Planet Travel Journal' in the subject line

Or, if you miss out on a free copy, Travel Today readers can access Lonely Planet titles at 20% off RRP. [CLICK HERE](#) for details



## Fantastic Cruise Fares on Star Pride Mediterranean 2016



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## Flighties Lending A Hand

The Flight Centre Foundation took part in its first orchard planting session, as part of KidsCan's 'Orchards in Schools' programme, with a number of staff helping to plant more than 30 fruit trees at Auckland's New Lynn Primary School. Over the next 12 months, four more orchards will be planted in South Auckland, New Plymouth, Christchurch and Hastings. A number of 'flighties' will also be assisting with KidsCan's 'Shoes for Kids' initiative, helping to distribute shoes and socks to school children. Flight Centre's David Coombes, Jodie Burnard and Victoria Courtney are pictured digging deep for KidsCan.

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## eNett Urged Trade To "Get real"

**A call has gone out for travel companies to reassess their 'true' cost of payments to prevent paying more than they need to.**

B2B payment solutions provider, eNett International, claims many businesses continue to calculate the cost of payments based on direct costs such as fees and surcharges. They are unaware that indirect or 'hidden' costs also need to be factored in to get a true cost of payments figure and travel companies are paying more than they need to as a result.

Too many travel companies are just accepting costs on face value but taking the time to understand and perform a deeper analysis of costs, and challenging vendors to provide

greater payments clarity on their charges, will provide them with a true view on the real cost of payments, say eNett.

The company has now launched a dedicated cost of payments microsite to help bring clarity to the situation, which can be accessed [HERE](#).

## Flying Fish Tales

Lil B, a two-month old black moor goldfish, caused a 'roller coaster of emotions' for its two owners, after it was kicked off a Jetstar flight, leaving them wondering how they would get it home, before Air New Zealand stepped in.

Reports say that the Jetstar flight bound for Auckland ex Wellington, was stopped mid-taxi and turned around back to the terminal, once staff found out the fish was onboard. The flight remained on the tarmac whilst the owners managed to arrange sending Lil B to Auckland with Air New Zealand, as the carrier doesn't have a specific policy around the carriage of goldfish.

The owners were reunited with their fish at Auckland Airport, say reports.

## Best Western Breaky

Until 30 Jun, clients staying at participating Best Western hotels can book a free breakfast with their stay (up to two free continental breakfasts per room), for travel until 31 Oct. See [bestwestern.com.au/free-breakfast](http://bestwestern.com.au/free-breakfast)

## LATAM Prelim Stats

LATAM Airlines Group has reported its preliminary monthly traffic statistics for Apr 2016 compared to Apr 2015.

System passenger traffic increased by 2% while capacity increased by 0.6%. As a result, the company's load factor for the month increased 1.1 points to 82.7%. International passenger traffic accounted for approximately 56% of the month's total passenger traffic.

## News & Product

### GO, VA To The Islands

GO Holidays has released packages to Samoa, Rarotonga, Tonga and Bali, flying Virgin Australia, on sale to 25 May. They include four nights in Samoa from \$749pp t/s; staying at the Insel Fehmarn Hotel; four nights at Club Raro Resort from \$869pp t/s; five nights at Tonga's Liku'alofa Beach Resort from \$639pp t/s; and seven nights in Bali from \$1319pp t/s. Add-ons are available from Wellington and Christchurch.



### Maldives Indulgence

Soneva Jani is expected to open in Oct on Medhufaru Island in the Maldives. The site is part of an uninhabited five-island cluster in the Noonu Atoll. The resort is within a 5.6km lagoon over which 24 villas will perch. Some will have slides going from the villa deck straight into the lagoon and all have a private pool and retractable roof in the master bedroom so guests can sleep under the stars. There is one island villa as well. Opening special is from USD1919 p/n, a 50% discount, for travel 01 Oct-19 Dec.

## Premium Rio Olympics Accommodation and Tickets Still Available!

**New Zealand Olympic Travel, the only Rio 2016 Authorised Ticket Reseller for New Zealand residents, have a range of premium accommodation options available in Rio over the Olympic Games period.**

Availability is limited and includes the popular NCL Getaway Cruise Ship docked in Port Maravilha, the 4.5 Star Sheraton Barra Hotel and a variety of other 3-5 star options across the zones of the Games.

Premium event tickets are still available for NZ residents to purchase through New Zealand Olympic Travel directly by registration at [www.nzolympictravel.co.nz](http://www.nzolympictravel.co.nz)

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## Kiwis Say Yes To Reserve

A WWF poll shows 89% of kiwis support creating the Kermadec Ocean Sanctuary. Although the bill passed unanimously on its first reading, the fishing industry legally challenged it. It is now being considered by the relevant authorities.

## Industry Diary

### MAY

#### STA 'Beautiful Samoa NZ Roadshow'

**Wellington:** Tue 31, The Boatshed, 1730-1930.

### JUNE

#### STA 'Beautiful Samoa NZ Roadshow'

**Christchurch:** Wed 01, Hagley Oval, 1730-1930

**Auckland:** Thu 02, Aotea Centre, Lower NZI Room, 1730-1930.

#### Korea Road Show

**Auckland:** Fri 10, Rendezvous Hotel, 1800.

#### Starwood Expo

**Auckland:** Mon 20, The Maritime Room, 1500-1930.

#### Globus family of brands, Rocky Mountaineer 2017 "The Americas" Season

**Auckland, Central:** Mon 27, Novotel Hotel, 1745.

**Auckland, North:** Tue 28, Takapuna Boating Club, 1745.

**Wellington:** Tue 28, Lone Star Café, 1745.

**Nelson:** Wed 29, Lone Star Café 1745.

**Blenheim:** Thu 30, Ten Pin Bowling, 1745.

### JULY

#### Globus family of brands, Rocky Mountaineer, 2017 "The Americas" Season

**Invercargill:** Mon 04, Kelvin Hotel, 1745.

**Dunedin:** Tue 05, Lone Star Café, 1745.

**Christchurch:** Wed 06, Lone Star Café, 1745.

**Hamilton:** Mon 18, Hamilton Gardens Café, 1745.

**Tauranga:** Tue 19, Macau, 1745.

**Napier:** The Crown Hotel, 1745.

### AUGUST

#### SPANTO roadshow

**Palmerston North:** Tue 09, The Distinction Hotel. Time tba.

**New Plymouth:** Wed 10, The Novotel. Time tba.

# Canberra's Top 10 For First Timers



Ahead of Singapore Airlines' new 777-200 service between Wellington and Canberra from Sep, Visit Canberra has put together what it says is the ultimate top 10 things to do for first time visitors.

- **Visit the icons:** National Museum of Australia, Australian Parliament House, National Gallery of Australia and the Australian War Memorial. Free entry to most major attractions.
- **Soar above the capital:** On a scenic hot air balloon flight.
- **Conquer the Freakshake:** A monster milkshake at Patissez Cafe in Manuka and Civic.
- **Make it to the markets:** On Sat morning the Capital Region Farmers Markets for fresh produce and breakfast and on Sun check out the Old Bus Depot Markets for tasty treats, fashion gems and local artwork.
- **Explore the lake:** Spend an hour walking the 'bridge to bridge' path around the lake, stopping off for a coffee along the way.
- **Wander through wineries:** 140 vineyards and 33 winery cellar doors, most within 30 minutes' drive of the capital.
- **Take the ultimate selfie:** In the centre of Parliament House flies an Australian flag roughly the size of a double-decker bus. Walk beneath and pose for a selfie.
- **Wine and dine:** The foodie precincts like Braddon, NewActon and the Kingston Foreshore for cafes, restaurants, bars, pop-up stores and galleries.
- **Catch up over coffee:** Canberra is the home of Ona Coffee founder and 2015 World Barista Champion Sasa Sestic, as well as recently-crowned 2016 Australian Barista Champion Hugh Kelly.
- **Discover your wild side:** Visit Tidbinbilla Nature Reserve and spot

famous Australian animals—koala, platypus, kangaroo, emu and wombat. Head to the National Zoo & Aquarium's new luxury accommodation, Jamala Wildlife Lodge, take a behind-the-scenes tour then share a jungle bungalow with lions, tigers and bears for neighbours.

## Ireland Arts Fest

Ireland's largest annual arts extravaganza, the Galway International Arts Festival, this year kicks off 11 Jul, advises Tourism Ireland. For 14 days, it will feature hundreds of performances and exhibitions, showcasing an international programme of theatre, dance, music, talks, comedy and visual arts. See [ireland.com](http://ireland.com) for further details.

## Virtual Wimbledon

The renowned Wimbledon Lawn Tennis Museum in London will soon include a new Virtual Reality Experience—the first of its kind available in England—to be launched 20 Jun.

Visitors donning the VR headsets will be immersed in the high-energy of Wimbledon and some of its history-making matches, experiencing the championships as though they were right in the heat of the action. Other highlights of the museum include a behind-the-scenes look at the iconic grounds, revealing areas normally unseen by the public; a racket showcase, featuring old, new and unique rackets; and the chance to find out about how the professional circuit works, to name a few. Prices vary. For more details, [CLICK HERE](#)



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Please apply with a covering letter and CV to: Dave Churchman, [davec@hot.co.nz](mailto:davec@hot.co.nz) Applications close Friday, 10th June 2016.

[houseoftravel.co.nz/careers](http://houseoftravel.co.nz/careers)



## Macau Wants To Be A Mega Event City

With gaming revenues on the decline by some 35%, Macau's Government is looking at new ways to attract visitors, including plans to position the SAR as a conference and exhibition destination.

Last Nov Macau consolidated its government agencies offering support to meetings and event organisers, and made the Macau Trade & Investment Promotion Institute (IPIM) the go-to agency for international meetings and events. The IPIM has been tasked with helping transform the city into a 'mega event city' for Asia. It's promoting new hotels with integrated hospitality and meetings infrastructure, and new developments including entertainment and events space. Macau has more than 182,000sqm of meeting space, and over 32,000 hotel rooms in the city with more hotels in the pipeline, including the stunning City of Dreams (pictured), bringing 50,000 rooms within the next few years.

There's also a range of incentives for holding events in Macau, such as cov-



ering the cost of accommodation, food and beverage, keynote speakers' participation, promotion and marketing, through its new Subvention Programs. These are available for a min. of 100 pax in a two-day meeting plus 0.5 day corporate activity; or trade shows of more than 1000sqm.

The destination was showcased to industry representatives from around the globe at this week's Travelport Live event.



### Rotorua Conference Space

Holiday Inn Rotorua has refurbished its key meeting and conference spaces. The conference rooms (Cascades, Kauri, Totara and Te Puna Aroha) have been fitted with high definition projectors with integrated Wi-Fi and audio systems, new black-out blinds and have had a fresh lick of paint. "We've been listening to our client's needs, with the recent upgrades and a change in direction and strategy, we will be delivering on a unique experience for our clients that's reliable, consistent and offered in a genuine, warm and welcoming environment," says business development director Julie Carcaterra. The hotel has a winter full day delegate package for new bookings, from \$52.50pp including superior accommodation and buffet breakfast for a facilitator, special guest or VIP. It's available for bookings made by 30 Sep, based on a minimum of 30 delegates.

### DL's Queue Support

Delta Air Lines is investing up to USD4 million in additional staffing at 32 airports across the US in a bid to ease long security lines this (northern) summer, to supplement TSA staffing. The carrier has also invested USD1 million in the research, development and implementation of two new checkpoint lanes at Atlanta's Hartsfield-Jackson International Airport. The redesigned lanes, which opened this week, are also expected to increase throughput.

DL began working with the TSA earlier this year, and its staffing support at the 32 airports has allowed TSA to open nearly 30 additional lanes that would have gone unstaffed.

### Shangri-La Rewards

Shangri-La Hotels and Resorts has launched the Shangri-La Events Collection and Golden Circle Event Planner Rewards loyalty programme. It offers meeting and travel professionals and Golden Circle members the ability to earn elite status as well as earn and redeem points for groups, meetings, conferences and events across the Shangri-La, Kerry and Hotel Jen portfolio. Shangri-La says the Golden Circle programme offers the highest level of rewards of any meetings and events loyalty programme, with up to 40,000 Golden Circle Points able to be earned on an event booking—the equivalent of 40 complimentary room nights. See [goldencircle.shangri-la.com](http://goldencircle.shangri-la.com) Meanwhile the Events Collection offers planners greater flexibility as well as rich personalisation and experiential options, says Shangri-La. See [shangri-la.com/eventscollection](http://shangri-la.com/eventscollection)

### EK Skywards Update

Kiwi travel consultants can now enrol Emirates passengers to its Skywards loyalty programme via EK's travel agent website. The carrier has created a new section on the site that allows agents to complete an enrolment on behalf of their clients. For details [CLICK HERE](#)



### Wellness Travel Trends

A growing demand for health and wellness travel has seen Ramada Hotel Hope Harbour launch several new initiatives, for both business and leisure travellers.

The Gold Coast hotel has introduced relaxation and remedial massage services, a beauty centre, a Kinesiologist and a reformer Pilates studio, offering group and one-on-one classes for fitness or recovery. In addition, it has revamped the menu in its Pier Restaurant, to now include healthy selections using local ingredients, such as seafood direct from the Hope Harbour Marina trawlers. Wellness tourism in Australia is expected to grow by more than 9% in 2017, accounting for about AUD438.6 billion of all domestic and international tourism expenditure.

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## It's Business Time In Sin City



Las Vegas has several developments in the pipeline as it anticipates a 'huge boom' in business tourism.

The city saw record visitation in 2015, surpassing 42 million, and 14% or 5.8 million of those were attending a convention, trade show or meeting. To cater for the expanding market, the Las Vegas Convention and Visitors Authority (LVCVA) is spearheading several develop-

ments, with the flagship being the Las Vegas Global Business District (LVGBD), with a capacity of up to 480,000 people. Destination partners are also getting on board, says the LVCVA, with developments including The Park, T-Mobile Arena, Resorts World Las Vegas, SPEED Vegas, McCarran International Airport gate expansion and several convention centre refurbishments underway.

### Wyndham's Rewards

The Wyndham Rewards loyalty program has launched four new distinctive Member Levels—Blue, Gold, Platinum and Diamond—which allow members to take advantage of new benefits that increase by level, from rollover nights to annual point bonuses, free Wi-Fi, car rental upgrades and more. Plus, when members redeem their points for a stay in one of the program's top 25 destinations, they will receive special discounts and savings on local experiences, from attractions and food tours, to art museums and theme parks. For full details see [wyndhamrewards.com](http://wyndhamrewards.com)

### 9W Seamless Oz To BOM


Jet Airways will upgrade its daily flights between Mumbai and Singapore from a 737 to an A330-200 from 01 Jun. The upgrade will increase capacity and will also enhance connectivity between India and Australia over Singapore, says the carrier. Jet Airways flight 9W 10 will depart Mumbai at 0955 hrs, and arrive in Singapore at 1810 hrs (LT). On the return, Jet Airways flight 9W 11 will depart Singapore at 2005 hrs (LT) and arrive in Mumbai at 2305 hrs.

### NYC Tourists Targeted


Tourists in New York City are increasingly being targeted by fraudsters selling fake tickets to the Statue of Liberty. *The New York Times* reports that on one day alone, police arrested more than a dozen ticket sellers, some on parole for serious crimes, after telling tourists they were getting tickets to boats that stopped at the famous landmark and Ellis Island, when in fact they were tickets for ferries that circled the harbour without stopping. Many tourists were approached whilst walking through Battery Park or near the Staten Island Ferry terminal. Police are cracking down on the vendors and hope to eliminate the problem.

### Crown MEL's LED Wall

A new 52m<sup>2</sup> LED Wall has joined the Crown Melbourne, offering 'unmatched colour, brightness and intensity', says in-house AV supplier Staging Connections. The 14.4m x 4m display is comprised of over 500,000 individual LEDs and can enliven rooms with 'dynamic animated backgrounds for performance pieces'. It can be used as a complete wall or a series of smaller displays.



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# We Are Bound For Graceland



He's been dead almost 40 years but Elvis Presley remains one of the key drawcards for visitors to Memphis and the city knows it. As a result, attractions and restaurants across the city have taken the theme and run with it, but they do it with affection and it's an endearing trait. Memphis loves Elvis—he was hugely generous while alive and his legacy continues to provide for locals, all of whom seem to have their own story or piece of memorabilia linked to the King. Of course the main attraction for Elvis fans is his home, Graceland.

**#FollowTheFamili**  
All agents on the Brand USA megafam are being asked to share top tips and images from the trip across social media, so agents back home can learn from their travels too. To find out what they're posting, join the megafam group (see facebook.com/groups/TasteUSAMegaFam/) or search for #tasteusa and #USAMegafam on Facebook and Instagram.

Agents on the Brand USA famil reported having clients who have booked upcoming trips to Memphis purely to visit Graceland, a pilgrimage carried out by thousands of Elvis fans every year. Graceland itself is the mansion and grounds Elvis bought as a young man and an entire complex has been built around it, where visitors can check out his private planes, view some of his car collection, and of course, buy Elvis memorabilia at one of around six gift shops. The house itself is the main drawcard and a self-guided interactive iPad guides visitors through each room, including the famous Jungle Room, and across some of the grounds before finishing beside Elvis and his families' graves. Tickets are priced from USD38.75 just to experience the mansion (and gift shops). Clients should allow a couple of hours for the Graceland experience.

**1** Agents take a moment at Elvis' grave.  
**2** Pictured at Graceland is: Debby McRobbie, HoT Jenny Nilsson Hastings; Kate McMillan, KNL Travel; and Gracia Lock, Air New Zealand. Rebecca Farnell, Williment Travel.

## PB & Banana On Toast

Elvis fans will be well aware of his taste for peanut butter and banana fried sandwiches, which he would buy at the Arcade Restaurant in town. The Arcade is Memphis' oldest café, since 1919, and has featured in plenty of movies. Elvis' favourite booth is down the back on the left (look out for his picture), and if clients really want to eat their sandwich like he did they should cover it in grape jelly first. See arcaderestaurant.com

Pictured is: Gracia Lock, Air NZ and Charmaine Hawke, The Travel Brokers outside the restaurant; and Charmaine tucking into a peanut butter and banana sandwich.



**Elvis Week**  
For really keen Elvis fans, the best time to visit is Elvis Week (10-16 Aug), a celebration of his music, movies and life held at Graceland. For everyone else, it might be best to avoid visiting around this time, as the crowds are huge and the hotels are full.

## New Graceland Hotel

Proving the enduring appeal of Elvis, a new 450-room hotel is set to open at Graceland this Oct, offering more rooming options for clients besides the popular Heartbreak Hotel. The Guest House at Graceland is under construction just steps away from Graceland and is now taking reservations for stays Oct through Dec. Inspired by Graceland, aspects of the hotel will reflect Elvis' personal style and the unique character of the home, from the southern colonial exterior to themed specialty suites. It will feature two full-service restaurants, expansive meeting and special events space, a large outdoor pool and a 464-seat theatre for live performances and movies. See graceland.com/guesthouse



**Sun Studios All About Rock & Roll**  
Often called the birthplace of rock and roll, Sun Studios was the scene of many great musical moments, the most famous of which is arguably when Elvis walked in off the street to record his first record. Guests to the studios will first head upstairs to hear the studio's history from a guide, before being taken down into the studio itself, where Elvis impressed Sun founder Sam Phillips by breaking into a rendition of *That's All Right*. It's a special place for anyone with an interest in music, particularly when songs recorded there are played. Tours are USD12 and take place every hour from 1030-1730. See sunstudio.com Pictured is: **1** Nicola Sorensen, NZ Travel Brokers and Kate McMillan, KNL Travel outside the studios. **2** Debby McRobbie stands where Elvis stood to record and practises on a microphone used by the studio in its heyday.



The background of the advertisement is a photograph of the interior of an Air New Zealand aircraft. In the foreground, a woman with long dark hair is reclining in her seat, wearing a floral patterned jacket and headphones, appearing to be sleeping or resting. Behind her, a man in a blue shirt is seated, looking out of a large oval airplane window. To the right, the overhead entertainment screens are visible, displaying the Air New Zealand logo and flight information. The lighting is warm and soft, creating a comfortable and relaxing atmosphere.

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# HELLOWORD CELEBRATES A SENSATIONAL START



helloworld staged its 'inaugural' conference under the new brand at the Sofitel Fiji earlier this month, with highlights including an evening at South Seas Island and a Bollywood theme night—as well as a number of presentations from the brand management. The event attracted a significant number of senior management representation from the suppliers attending. The helloworld franchisees were buoyant and positive about the new brand.

